

VIRGINIA RELAY SERVICE
Customer Contact Report
(September, 2002)

I. Commendations	Voice	TTY	Total
CA/OPR Related	2	11	13
Relay/OSD Related			
Other			
Total Commendations	2	11	13
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner	1	1	2
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)		1	1
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words		1	1
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints	1	3	4
III. Inquiries/Comments	Voice	TTY	Total
General Information	2		2
Outreach/Marketing	1	1	2
Explain Relay	4		4
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate	1		1
Computer Settings			
Technical Related	1	2	3
Other	5	2	7
Total Inquiries/Comments	15	5	20
Grand Total	18	19	37